

OFFICE MANAGEMENT



కార్యాలయ
నిర్వహణ

SECRETARIAT OFFICE MANUAL SERIES

OFFICE MANAGEMENT

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1 OFFICE CONTROL

1.1 General

- (1) The Secretary is the head of the Secretariat Department and its Chief Accounts Officer.
- (2) The MLO to whom the powers of control and supervision are delegated by the Secretary is responsible for management of all office matters.
- (3) Each department of secretariat listed under the AP Government Business Rules shall have an OP section and a Claims section which will perform the following office administration functions. In small departments, a single OP section will handle claims subject also.
 - (i) Office control
 - (ii) Office correspondence: handling tappal, indexing, circulation etc.
 - (iii) Office establishment (Human resource matters): leaves, pay and allowances etc.
 - (iv) Office management: vehicles, consumables and equipment.
 - (v) Office payments
- (4) Large departments like General Administration Department will have exclusive sections dealing with aforementioned functions.
- (5) The AS appointed by the Secretary shall be in control of the OP section.

1.2 Hierarchy

- (1) All the ASOs and section staff shall report to the SO concerned.
- (2) The AS shall control all the SOs of sections under his control.
- (3) The Assistant Secretaries shall report to the MLO concerned.
- (4) All the staff working in the peshis of Secretaries/ Ministers shall report to the senior most OSD/ PS/ PA.
- (5) Record Assistants shall do the office duties given to them by the SO/ ASOs.

1.3 Office subordinates

- (1) Office Subordinates will be under the immediate control of the SO in charge of the OP section who is responsible for their proper distribution among sections and officers.
- (2) In General Administration Department, the OSs will be under the immediate control of the SO in-charge of OP.
- (3) OSs are expected to do the duties allotted to them by SOs and ASOs and by officers to whom they are attached. The ministerial staff should not use Office Assistants for their private work.
- (4) Jamedar and OSs will attend office punctually and while on duty should wear uniform supplied to them at Government cost.
- (5) The OSs in the peshi of Minister will attend office punctually and as desired by the Minister concerned and while on duty he should wear uniform supplied to him at Government cost.
- (6) SO in-charge of OP section will besides attending his duty also exercise supervision over the Office Subordinates under him and see that they are detailed for the duties assigned to them. He shall ensure that the OSs attached to officers keep their clothing tidy and periodically washed and that while on duty they appear neatly dressed. He should also see that OSs working in the office wear their Identify Cards.
- (7) Any OS who is nominated shall act as Council Office Subordinate (COS). He will be in charge of the Cabinet Room. He shall see that it is kept tidy and that stationery, etc., are placed on the table in the proper places before the meeting of the Council of Ministers begins and shall wait at the room until the meeting is over. At other times, he shall wait upon the Chief Secretary.

2 OFFICE CORRESPONDENCE AT SECRETARIAT

2.1 Correspondence

- (1) The office business is transacted and all correspondence on the subject is carried on, in the name and on the responsibility of the Secretary.
- (2) Correspondence relating to office matters take the form of letter, or office order or unofficial reference.
- (3) The letter form is usually adopted for correspondence with superior or equally ranked authorities and well-known public bodies and firms and if not sent by the approving authority, should contain the expression “I am directed”.
- (4) Communications to subordinates and applicants for employment in the office take the form of “letter” or “office order”.
- (5) Fair copies of draft office orders passed by an Assistant Secretary should clearly show that they are issued “By Order”.
- (6) When they are attested by a SO, the name should be typed before the words “By Order”.

2.2 Office papers

- (1) The OP section will attend to office papers under the direction of the AS.
- (2) That section will maintain in manuscript a table of contents of all office orders and keep them in an e-office file.

2.3 Circulation of Gazettes

2.3.1 Gazette of India

- (1) The Secretariat Library circulates copies of the Gazette of India to the Chief Minister, the Chief Secretary and other Officers and SOs in the General Administration Department.
- (2) Circulation of the Gazette to the Officers and Section Officers in other departments is done by the departments concerned.
- (3) Each Department arranges for the re-publication in the Andhra Pradesh Government Gazette, if necessary, of any notifications appearing in the Gazette of India with which it is concerned.
- (4) It is the duty of SOs to mark notifications for re-publication in the Andhra Pradesh Government Gazette.

2.3.2 Andhra Pradesh Government Gazette

- (1) The Andhra Pradesh Government Gazette is received by all Departments and Ministers.
- (2) Each department circulates the copy received by it to its SOs and Officers.
- (3) It is the duty of SOs to satisfy themselves that all notifications with which they are concerned have been correctly published.

2.4 Copies of Acts received

- (1) Whenever copies of Acts are received from the Director of Printing and Stationery they should be scrutinized and the amending Acts sorted out and the amendments incorporated in the copies of the original Acts in the rooms of officers and in sections, including in the stock register of e-office knowledge management system.
- (2) In the case of new enactments, they should be emailed to all officers and sections who may require them in the form of an annual volume.
- (3) To facilitate easy reference, a table of contents should also be prepared for each such annual volume.

3 CORRESPONDENCE BY HoDs WITH GOVERNMENT

3.1 Communication form

- (1) Send all communications to Government through official e-mail.
- (2) Maps & Plans:-
 - (i) Dispatch plans, maps, etc., which would be damaged by folding in tin tubes or cases.
 - (ii) Provide thick inside wrapper in addition to outside wrapper to each plan or map - not necessarily of the length of the plan or the map.
 - (iii) Indicate clearly the office from which it is sent and the number and date of the letter to which it forms an enclosure.
- (3) Set out the name as well as the official designation of an officer at the head of every letter, memorandum or proceedings issued by you or from your office on your responsibility, irrespective of any signature which may be given by procuration at the end and irrespective of the authority or person to whom it may be sent.
- (4) When a copy of a letter, etc., issued by another officer, or from your office on your responsibility is enclosed, don't omit the name and official designation of such other officer from the copy.
- (5) Do not send e-files of head of the department to Government. Only send digitally signed papers from HoD e-office email to either the tappal e-mail of the secretariat department or the e-office email of secretary in-charge.

3.2 Arrangement of attachments

- (1) In e-mail attach the enclosures, if any, arranged in chronological order, the earlier documents first and the later afterwards.

3.3 Transmission through another officer

- (1) In cases where one officer transmits a communication to Government through another officer, e.g., the Accountant-General, note the fact of the transmission immediately below the entry of the designation of the officer to whom it is addressed, e.g., "To the Chief Secretary to Government (through the Accountant-General)".
- (2) To avoid mistakes in dispatching, write this entry in red letters.
- (3) The transmitting officer shall write his endorsement and forward the email together with enclosures, if any.

- (4) When replying to Government on an original communications referred to you for remarks, send your reply by email attaching the original (referred) communication.
- (5) When only enclosures to a Government “Current number” are returned by an officer to whom a reference has been made, place these enclosures together in the order in which they are received, immediately below his letter and before such further enclosures as he may find necessary to forward with his reply, and guard by foolscap sheets with the following entry on the face of the first sheet:- “Original enclosures received with No. dated: returned”.
- (6) When a file is voluminous, break it into two or more parts; keep attachments which are of such a nature that they will not readily lie in electronic form (e.g., sketches and plans) separate.
- (7) When enclosures cannot be attached to the communication to which they are enclosures, and are sent to Government in a separate packet, attach a sheet at the top of the file of enclosures by the tag, giving the number and date of the communication to which they refer and the office from which it issued. If this cannot be done, enter the number, date and office on an inner wrapper round the enclosure or file of enclosures. The same applies to communication by e-mail.
- (8) Clearly number the enclosures at the head of the first page, “Enclosure Nos.1 and 2 etc., to letter No., dated”. Treat statements appended similarly.

3.4 Contents of communications

- (1) Communications addressed to the Government shall as a rule, sent through official e-mail, be complete in themselves. Do not forward e-files to Government.
- (2) Forward enclosures of importance but merely for possible reference on points of detail.
- (3) An exception to the rule here given will be where the case is simple and contained in a few words, and where a brief covering letter or endorsement lays the matter before Government with sufficient clearness.
- (4) But this method will not be permitted where it indicates want of attention to the matter in hand by the officer addressing Government.
- (5) In forwarding enclosures, note that they can often be forwarded in original to be returned when no longer required. Also that they should never be forwarded in extenso when extracts will suffice.

- (6) When an officer in immediate correspondence with Government has to submit views based on those of various subordinate officers, attach a brief precis of the later to the letter written to Government. Put such precis in a tabular form.
- (7) The Government ordinarily receive communications on different subjects from the officer only who is the head of the executive department immediately concerned as for instance on a revenue subject from the Chief Commissioner of Land Administration only and on an educational subject from the Director of School Education or Director of collegiate education, etc.
- (8) Heads of departments before submitting reports do their best to make communications complete and independent of reference to other departments.
- (9) Thus where it is plain that the opinion of the Director of Health Services or Director of Medical Education will be required by Government before disposing of a paper from the Chief Commissioner of Land Administration, the latter office shall consult the Director of Health Services and Director of Medical Education prior to addressing Government. Intercommunication between the Executive departments is to be freely adopted before the Government is addressed to.
- (10) Condense the correspondence as much as possible and avoid repetition.
- (11) Write separate letters on distinct subjects.
- (12) Take care not to raise general questions or to apply for specific orders in periodical reports.
- (13) When application is made for financial sanction of any sort quote the code wherever possible, and indicate head of account, budget estimate for the year and balance available.
- (14) Don't quote demi-official correspondence for persuasion in official communications.
- (15) Quote such previous correspondence as has, taken place on the same subject by date and number, adding the department if the paper quoted is a Government Order.
- (16) In addressing the Government, always quote numbers and dates of Government Orders, where such have been communicated to you, in preference to quoting your own letters included in those orders.
- (17) The unnecessary use of terms in English shall be avoided where it is possible to use Telugu terms.

- (18) Give dates for calendar years alone. If it is necessary to give them according to the fasli (revenue) or other special year, give the corresponding calendar year also, if necessary, the day and name of the English month.
- (19) Adopt digital signature.
- (20) Address the Government either by letter in the first person, or by endorsement in the third person in simple cases.
- (21) Forward tabular statements under the digital signature.
- (22) Punctuate every letter carefully, number the paragraphs, and make the fair copy as complete as possible and ready for the press.

3.5 e-mail correspondence

- (1) Address official correspondence which is not of a confidential nature, to the officer for whom they are intended by his official designation only and without the addition of his name and send to the tappal e-mail of the secretariat department.
- (2) Address demi-official letters to the officer for whom they are intended both by his name and by his official designation and send to his e-office email. In case the officer is transferred, he should forward the email to his successor's e-office email.
- (3) Send all letters sent by Government officers in their official capacity in reply to communications of any kind received from private individuals or associations to their respective emails.
- (4) Submit applications for leave through official email. Any such applications forwarded officially by superior officers shall be treated like any other official communication.

3.6 Miscellaneous

- (1) In forwarding draft minutes of appointment or suggestions regarding appointments, Heads of Departments shall be careful to draw special attention to cases in which such drafts or suggestions contravene any order or rule of the Andhra Pradesh Government or the Government of India.
- (2) As the name of the person concerned should be published in full in all notifications relating to individuals which appear in the Andhra Pradesh Government Gazette, Heads of Departments, in submitting to Government proposals which involve Gazette notifications relating to such events as appointments and investiture of powers, etc., shall enter in the draft notification the full name of the individual concerned.

- (3) In order to prevent unnecessary correspondence, financial justification and work load justification figures shall be submitted concurrently with proposals for revision of establishment(staffing).

4 e-DIRECTORY

- (1) The OP section shall maintain a list of the addresses with phone numbers and official e-mails of officers and staff corrected up-to-date.
- (2) The staff should intimate changes in their contact details to the OP section.

5 VEHICLES

Functions of OP Section are as follows.

- (1) Purchase, condemnation, maintenance and repairs relating to vehicles - 2 wheelers, 3 wheelers and 4 wheelers.
- (2) Allotment of vehicles within the department.
- (3) Issue of POL to department vehicles.
- (4) In case of vehicles used by officers or Ministers, this role may be entrusted to the head of peshi concerned, subject to the monthly quota fixed by OP Section.
- (5) Control of all the drivers and the Head Driver.
- (6) All the drivers are in the control of AS, OP Section. The drivers allotted to the Ministers/ Officers shall be under the control of the head of peshi.
- (7) The assigning of duties, turn duties etc. to the drivers.
- (8) Maintenance of the vehicle log books. For pool vehicles, log books shall be under the control of OP section and for vehicles allotted to Officers/ Minister, they shall be under the control of the head of peshi.
- (9) Carrying out maintenance and repairs to vehicles through authorised dealers of the companies concerned.
- (10) Hiring of private vehicles for the use of secretariat department.
- (11) Making payments to maintenance, repairs, accessories, hiring charges, refreshments, and supplies relating to vehicles.

6 OFFICE PURCHASES

6.1 General

- (1) All office purchases - equipment and consumables - required for office use will be sanctioned by the Secretary in-charge of the OP Section and bought by the OP section.
- (2) The purchases will be kept in charge of OP section under its lock and key.
- (3) Particulars regarding their purchase and distribution will be noted in a register maintained for the purpose and submitted every month to the AS for inspection.
- (4) The section should see that toiletries and other consumables required by officers are promptly supplied.
- (5) The categories of procurements in the following paras are made by the OP section.

6.2 Electronic and electrical equipment

6.2.1 Computers

- (1) All the staff (Assistants, ASO, SO, AS, Personal staff, MLO, Secretary, Minister) will be provided with a desktop computer.
- (2) A lap top computer may be provided to such functionaries as sanctioned by the Secretary.
- (3) Paste a sticker on each computer indicating a unique number, date of installation etc.
- (4) When a successor takes charge of the computer/ laptop from his predecessor, he should examine it carefully and if any damage is found he shall report it immediately to the AS through e-office. In case no damage is reported, it will be presumed that he has taken over the computer in good condition and that he is responsible for any damage subsequently noticed.
- (5) Maintain the stock of computers and their peripherals in an asset register which shall be verified by the AS every quarter.

6.2.2 Software

- (1) The software applications and licences required in the department or for the use of Minister/ Secretary will be provided by the OP section.
- (2) Don't allow pirated software to be used in any computer.

- (3) Ensure that anti-virus is installed in all the computers.
- (4) Get infrastructure security check of all the computers done as per the protocol prescribed by ITE&C department.

6.2.3 Printers and photo copiers

- (1) Don't buy high-speed multi-function printers. Instead hire multi-function printers and photo-copiers on payment of charges per print.
- (2) Entrust the responsibility of maintenance of the printers, replacement of cartridges and round-the-clock availability to the lessor.
- (3) A limited number of small printers may be purchased only for personal use of the Ministers or Secretaries or MLOs.
- (4) Assess the annual requirement of printer consumables and ensure that consumables and cartridges for the models of printers owned by the department are made available within half-hour of indent.

6.2.4 Other equipment

The following equipment may be purchased as per requirement of the department.

- (1) Electronic equipment such as scanners, fax machines, plotters, writing boards, etc.
- (2) Telecommunication equipment such as talking instruments etc.
- (3) Electrical equipment such as shredders, television screens, refrigerators etc.

6.3 Stationery

- (1) The following categories of stationery items are usually required in a department.

Category	Source
Registers and forms	Usually available with Director, Printing and Stationery. If not available, procured from open market.
Paper products	Procured from open market
Writing instruments	-Do-
Computer consumables (mouses, keyboards, storage devices, cables etc.)	-Do-

Crockery, bathroom supplies and toiletries for Ministers/ Officers/ common toilets (towels, bedsheets, soaps, slippers, etc.)	-Do-
Other items (staplers, batteries, house keeping consumables, etc.)	-Do-

- (2) Prepare and place the annual indents for the various stationery articles required for the entire Department.
- (3) On receipt of the stationery articles, enter in the stock registers to be maintained for the purpose.
- (4) Arrange these articles in the racks and take precautionary measures against attack by rats and termites.
- (5) Whenever articles are issued to the personal staff of officers and the sections, the store in-charge shall enter the issues made in the stock register and obtain their acknowledgements.
- (6) The SO concerned shall check the stock registers once a week and submit the same to the AS once a month.
- (7) The AS shall ensure that the stationery articles are stocked properly and the necessary accounts are maintained properly.

6.4 Office furniture

- (1) The OP section will maintain a Stock Register in Form Andhra Pradesh Financial Code No.10 (reproduced below) showing the total number under each kind of furniture received, number issued and the balance.

Name of article Chairs

Office of

Date	Number and date of contingent voucher, invoice, etc.	Nature of Transaction	Receipts	Issue	Balance	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)

- (2) The section will maintain a distribution register showing how the various items or furniture are distributed.
- (3) Each article will be marked with a number which will be its permanent number indicated in the distribution register.
- (4) An inventory of furniture kept in each room of secretariat buildings and buildings under the control of Chief Secretary will be prepared in duplicate and one copy duly acknowledged by the SO or the PS/PA concerned will be kept filed in the OP section.
- (5) The duplicate copy of the inventory will be kept by the SO of the section or the PS/ PA.

6.5 Other procurements

6.5.1 Refreshments

- (1) Provide refreshments during the official meetings and to dignitaries visiting the Ministers or Secretaries.

6.5.2 Motorcycle /bicycle

- (1) Department may provide motor cycles and bicycles to the messengers of their department.
- (2) Repairs may be executed under the orders of the AS. When however, the cost of repairs is in the opinion of the AS not likely to be remunerative, the vehicle may be condemned with the approval of the Secretary and a new one purchased instead.

- (3) A register shall be maintained showing the number of the machine, the date of supply, its original cost and the date and nature of all repairs carried out with the cost of such repairs.
- (4) In the first week of each month, the register should be submitted to the AS who will satisfy himself that the expenditure on repairs has not been excessive and initial the register in token of verification.

6.5.3 Liveries and other items

- (1) Office subordinates of officers and Ministers, those working in office, drivers, jamedars, etc. are supplied with dress as shown below.

Category	Description of clothing	Number	Period of wear (years)
OS	Full trousers and Half arm shirts	4	2 for those in peshis and 3 for others
	ID Card with name	1	
Driver/ Motorcycle messenger	Full trousers and Half arm shirts	2	1
	Badge with name in Telugu and English	1	
	Black leather shoes	1 pair	1

- (2) At the end of the period of wear of the clothing previously supplied new clothing is supplied.

6.5.4 Service postage

- (1) The OP section concerned shall present necessary contingent bills and obtain necessary service stamps required for the Department from the treasury for use in the Department.
- (2) The service stamps shall be in the custody of the Office Procedure section and proper accounts shall be maintained denomination-wise.
- (3) The OP section shall supply necessary service stamps to the tappal sections, as per the requirement, for use by them to despatch covers during turns and during holiday turns.

- (4) Necessary stamp accounts shall be maintained in the tappals section of the Department concerned.

6.5.5 Custody of stamps

- (1) The date stamps of officers are in their own custody.
- (2) The custody of the self-registering current number stamp is in the custody of tappal in-charge.

6.5.6 Books

- (1) PS/PA of an officer will serially number the books procured for the officer.
- (2) PS/PA shall verify them periodically and ascertain that no book either in the chamber or residence of the officer is missing.

6.5.7 Items not covered

- (1) The department may procure items not covered here with the approval of the Secretary.

6.6 Miscellaneous

6.6.1 Contingencies-Official residences

- (1) The OP section should make timely payments for the water, electricity charges, telephone and data connection charges for the official residences.
- (2) Office assistants and/or office subordinates will be on duty at official residence.
- (3) The SO in-charge of secretariat buildings will issue the required furniture and equipment to the official residences under acknowledgement from the OSD/ PS concerned.

6.6.2 Office stores

- (1) A separate register will be maintained for other office stores. One page should be reserved for each kind or class or article.
- (2) New articles purchased or supplied during the year should be duly brought into account, those condemned or otherwise disposed of being written off or adjusted in the registers.

- (3) Stock-taking should be done in June of each year by an ASO of the OP section specified for the purpose and a report of check submitted to the AS.
- (4) If any article is damaged or missing, definite orders should be passed as to whether it should be repaired, replaced or written off.

6.6.3 Supplies

- (1) The PS/PA of the officer should get such stationery and forms as are required from the OP sections and place them at the disposal of the officer.
- (2) OP Section to supply the requirements to all concerned duly ensuring that there is no complaint.

6.6.4 Sale of unserviceable articles

- (1) Unserviceable articles such as broken furniture, record boxes, etc., should be auctioned annually under the AS's orders.
- (2) The amount realized should be immediately credited to Government and the bank receipt submitted to the AS for perusal.
- (3) As soon as the auction is over, the fact of sale of each article will be noted in the stock register which will be submitted to the AS for initialling the entries.

7 MISCELLANEOUS

7.1 Economy in use of stationery

- (1) All members of the establishment should use Government stationery as economically as possible.
- (2) SOs of sections are responsible for ensuring economy in use.
- (3) For preparing drafts use one sided papers and unused papers.
- (4) Slips sent down by officers need not form part of a note file unless they are very important.
- (5) Send newspaper cuttings electronically.
- (6) Before sending put-away papers to CRB remove the flags, paper fasteners and gem clips.
- (7) Don't use embossed forms for printing office orders, unofficial notes and notifications to be sent to Director of Printing and Stationery, Government Press for publication in gazette.
- (8) Use printers economically.
- (9) The SO, CRB should see that tags are removed from records when they are stitched and returned to the OP Sections for re-issue.

7.2 Economy in expenditure on contingencies

- (1) The AS of the department should take personal interest and ensure that the expenditure on contingencies is reduced to a minimum, consistent with the efficiency of public administration.

7.3 Miscellaneous

- (1) Allot office space to the officers and departments in secretariat.
- (2) Issue instructions on cleanliness and miscellaneous issues.
- (3) Sanction water electricity charges and payments to house keeping agencies, open area cleaning agencies.
- (4) Manage Chief Reception Office.
- (5) Manage and issue secretariat Building Access Control Cards, ID cards, visitor passes, temporary passes, vehicle passes..

- (6) Provide curtains and name boards.
- (7) Maintain secretariat buildings and buildings under the control of the Chief Secretary.



- Introductory
- Inward
- Outward
- Decision Making
- Office procedure

GENERAL ADMINISTRATION DEPARTMENT
GOVERNMENT OF ANDHRA PRADESH

